



Leadership Lessons

Personal and Professional Development



Topic 1 of 5: **Communication**

Level 1

Starting a Conversation

Level 2

Appropriate and
Not Appropriate Conversation

Level 3

Active Listening



Welcome!



If this is your first time going through any of the Personal and Professional Development lessons, before you begin please make sure you download and read through the “Getting Started” Overview on the website: <https://resources.specialolympics.org/ppd>.

If you have already read through the “Getting Started” Overview or completed one of the other Personal and Professional Development lessons, proceed with the lessons in this workbook that you would like to complete.

Remember that this topic and the other 4 topics in this suite of resources can be downloaded on the website:

<https://resources.specialolympics.org/ppd>.

Keep in mind that you can complete any of the 5 topics in the Personal and Professional Development suite of resources in any order.

If you have any questions, contact your local Program or Regional staff.

Topic descriptions and what you should expect

In total, there are **5 different handbooks** covering **5 different topics**. Each topic will have **3 different lessons** in it.

The 5 topics and the 3 lessons within those 5 topics are listed below.



Topic 1: Communication (THIS HANDBOOK)



Level 1

Starting a Conversation

Page 4

It is important to know how to talk to other people.

Here is what you will learn in this lesson:

- ➔ Steps for how to start a conversation with someone
- ➔ Different topics that you could use when starting a conversation



Level 2

Appropriate and Inappropriate Conversations

Page 24

It is important to know what is okay or “appropriate” and what is not okay or “inappropriate” when having conversations with others.

Here is what you will learn in this lesson:

- ➔ When to start a conversation and when to wait
- ➔ When to say something and when you should only think it
- ➔ What are appropriate topics for work or school?



Level 3

Active Listening Skills

Page 43

Good communication involves both speaking and listening. If you do not practice “active listening” skills, it can lead to misunderstanding and miscommunication.

Here is what you will learn in this lesson:

- ➔ What “active listening” is
- ➔ Why listening is a very important part of communicating
- ➔ 3 ways to practice “active listening”

Leadership Lessons
Communication



Level 1:
Starting a Conversation



Level 1

Communication**Starting a conversation**

Think about these questions:

1. How do you start a conversation with someone?
2. What are topics you could talk about with them?

If you do not know yet, do not worry! This lesson will teach you all about how to start a conversation with someone.

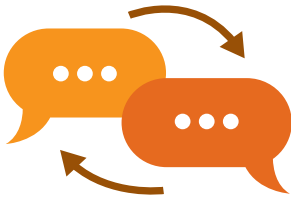


Think about a time you felt **unsure of what to say or do** when talking to someone else. Tell your mentor or a family member what happened or draw/write what happened below.

It is ok if communicating with others is difficult. You will get better with practice!

**LEARN**

Communication is how you give and get information.



- ➔ One way to communicate is by having a **conversation**.
- ➔ A **conversation** is when 2 or more people **take turns** talking about a topic.
- ➔ Conversations are a way to connect with others.

Starting a conversation, especially with strangers, can be hard. It can make us feel uncomfortable, and that is okay! It can also be fun.

How do YOU feel about starting a conversation with someone?

Circle one!



Remember, everyone is different, so some people may not communicate “traditionally” using verbal communication.

Some people may use sign language, assistive speech technology, etc., instead of speaking verbally.

Also keep in mind that it is okay if conversations do not always go exactly as planned.

Keep practicing!

■ Topics

Sometimes it can be helpful to think about what you know a lot about!

 Look at the pictures and circle things that you like.



SPORTS



MUSIC



GAMES



FOOD



BOOKS



ART



MOVIES



PETS / ANIMALS

 Think about other things you like or know a lot about and write or draw them.

Part 1: How to start a conversation

Follow these steps when you want to start a conversation



Let us take a closer look at each step!

Step 1: Greet

It is polite to greet (say hi) someone before you start talking to them.

Ways to greet someone

- ➔ Say "Hello! My name is _____"
- ➔ Say "Hi! How are you today?"
- ➔ Do a sign or gesture like:



People and places have different ways to say hi!





Step 2: Start with a topic

When starting a topic, it helps to think about things you like or know a lot about!

Ways to start a topic



Ask a question

- "What is your favorite sport to play?"
- "How long have you been playing football?"



Say a compliment

- "You are a fantastic goalie!"
- "You are a great team player!"



Share a fact

- "Real Madrid is Europe's most successful football club winning 14 European Cup/UEFA Champions League titles!"
- "Did you know more than 250 million people around the world play soccer/football!"



Can you think of any other things you could say? **Add your ideas by writing or drawing them below!**



Step 3: Listen and respond

It is important to listen to what the other person is saying.

When you respond you can ask a question about what they said or respond by saying:



- ➔ That is cool!
- ➔ I like your idea!
- ➔ Tell me more.



Step 4: End conversation

It is important to be kind when ending a conversation.

Ways to end a conversation



- ➔ Say "it is nice talking to you!"
- ➔ Say "have a great day."
- ➔ Say "talk to you later!"

Part 2: Practice

 Look at each picture and think about what might be happening. **Write or tell someone you know what the people are saying.**



 Ask a Question

Possible answers: "What do you like to do for fun?" - "Where is your favorite place to go?" - "Do you like books or movies?"



 Say a compliment

Possible answers: "You are amazing!" - "Thank you for being so helpful!" - "You are a good friend."



 Share a fact

Possible answers: "This is my favorite game." - "This team won the championship last year!" - "I just got a job!"



Look at the pictures. **Circle which way they started the conversation:**



You are so funny!



Ask a question



Say a compliment



Share a fact



What music are you listening to?



Ask a question



Say a compliment



Share a fact



I like collecting rocks!



Ask a question



Say a compliment



Share a fact



Your jump was so high!



Ask a question



Say a compliment



Share a fact



What is your favorite book?



Ask a question



Say a compliment



Share a fact

Answers



You are so funny!



Ask a question



Say a compliment



Share a fact



What music are you listening to?



Ask a question



Say a compliment



Share a fact



I like collecting rocks!



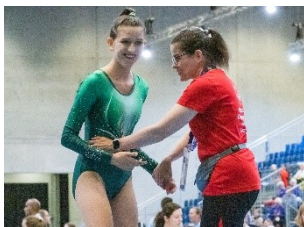
Ask a question



Say a compliment



Share a fact



Your jump was so high!



Ask a question



Say a compliment



Share a fact



What is your favorite book?



Ask a question



Say a compliment



Share a fact



Lesson Checkpoint

Check-in with yourself to see what you might need next.

- ➔ Any of these choices are okay! It is healthy to make a choice that is best for YOU!
- ➔ Circle what you are going to do next!



Take a break



Ask for help



Come back to this another day



Try another level



Keep going

You made the right choice! You are AWESOME!

Stories

Story 1

Let us check to see if Ben can remember the steps for having a conversation!

The comic strip consists of six panels showing a conversation between Ben and Jake. Ben is standing, and Jake is in a wheelchair with a dog named Pip.

- Panel 1:** Ben waves and says, "Hi! My name is Ben!"
- Panel 2:** Jake says, "Hello Ben! I am Jake." Pip is sitting next to him.
- Panel 3:** Ben asks, "What is your dog's name?"
- Panel 4:** Jake replies, "This is Pip!"
- Panel 5:** Ben asks, "That is a cool name! Can I pet her?" Jake replies, "Sure!"
- Panel 6:** Ben says, "Thank you for letting me pet Pip! Have a nice day."



Circle YES or NO.

Did Ben **GREET** Jake?

Did Ben **START A TOPIC**?

Did Ben **LISTEN** and **RESPOND**?

Did Ben **END** the conversation?

YES	NO
YES	NO
YES	NO
YES	NO

Answers

Did Ben **GREET** Jake?

Did Ben **START A TOPIC**?

Did Ben **LISTEN** and **RESPOND**?

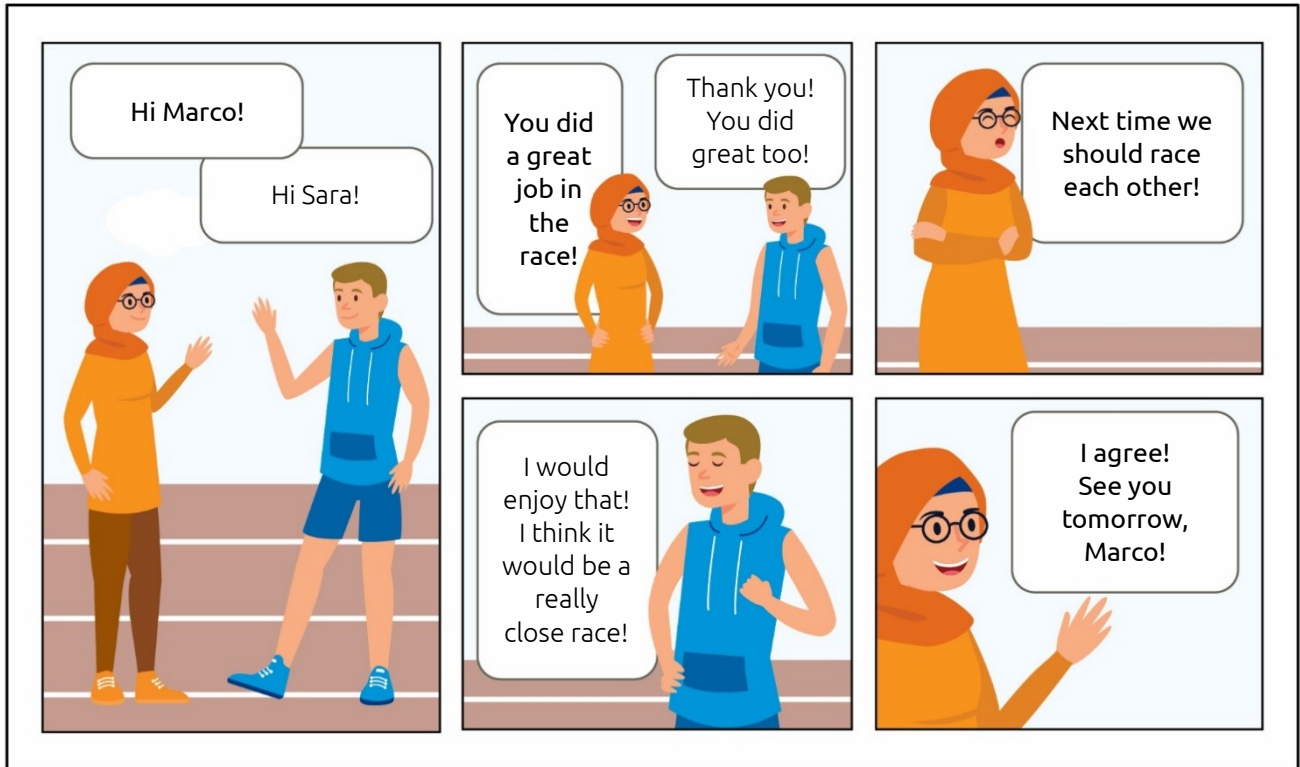
Did Ben **END** the conversation?

YES	NO
YES	NO
YES	NO
YES	NO

Let us see Story 2 on the next page!

Story 2

Sara sees her friend Marco after the track meet and wants to talk to him!





 Circle YES or NO.

Did Sara **GREET** Marco?

Did Sara **START A TOPIC**?

Did Sara **LISTEN** and **RESPOND**?

Did Sara **END** the conversation?

	
YES	NO
YES	NO
YES	NO
YES	NO

Answers

Did Sara **GREET** Marco?

Did Sara **START A TOPIC**?

Did Sara **LISTEN** and **RESPOND**?

Did Sara **END** the conversation?

👍	👎
YES	NO
YES	NO
YES	NO
YES	NO

Now, to Story 3!

Story 3

Tyson is upset with his teammate and decides to talk with him after the game.





 Circle YES or NO.

Did Tyson **GREET** Diego?

Did Tyson **START A TOPIC**?

Did Tyson **LISTEN** and **RESPOND**?

Did Tyson **END** the conversation?

	
YES	NO
YES	NO
YES	NO
YES	NO



Answers

Did Tyson **GREET** Diego?

Did Tyson **START A TOPIC**?

Did Tyson **LISTEN** and **RESPOND**?

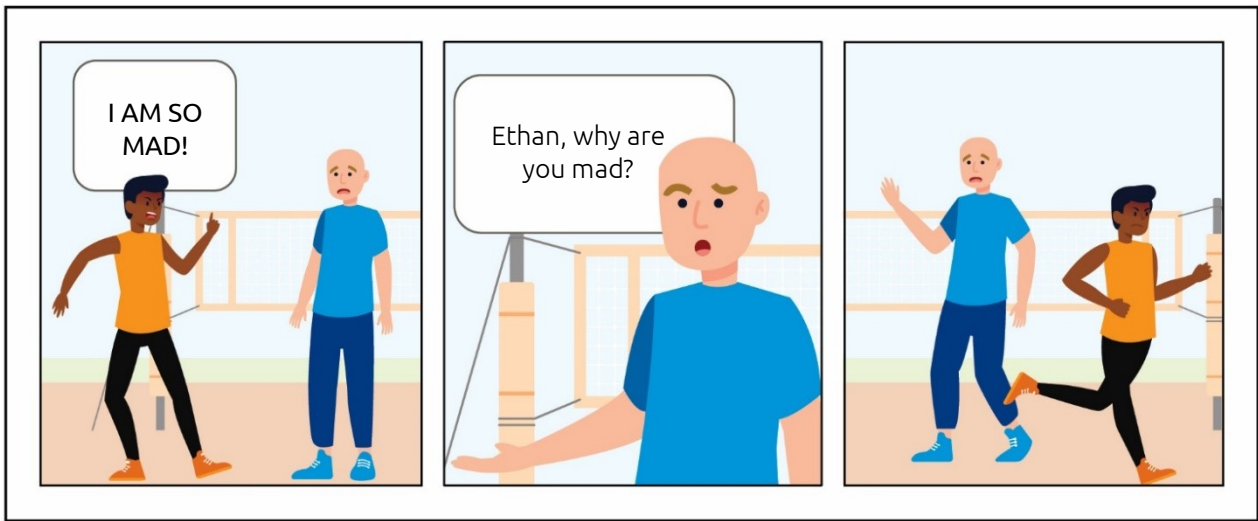
Did Tyson **END** the conversation?


	
YES	NO
YES	NO
YES	NO
YES	NO

Try the last story next page!

Story 4

Ethan is mad at his coach because he did not get much playing time in the game.





 Circle YES or NO.

Did Ethan **GREET** his coach?

Did Ethan **START A TOPIC**?

Did Ethan **LISTEN** and **RESPOND**?

Did Ethan **END** the conversation?

	
YES	NO
YES	NO
YES	NO
YES	NO



Answers

Did Ethan **GREET** his coach?

Did Ethan **START A TOPIC**?

Did Ethan **LISTEN** and **RESPOND**?

Did Ethan **END** the conversation?

	
YES	NO
YES	NO
YES	NO
YES	NO

Ethan did not have a good conversation with his coach because he did not follow the steps. Ethan's coach might not understand what happened or he could be confused.

Your turn!



Write or draw a new story and help fix the conversation Ethan had with his coach so that it is a good and productive conversation!

Be sure to include all the steps!



**Step 1:
Greet**



**Step 2:
Start a
topic**




**Step 3:
Listen and
Respond**



**Step 4:
End**

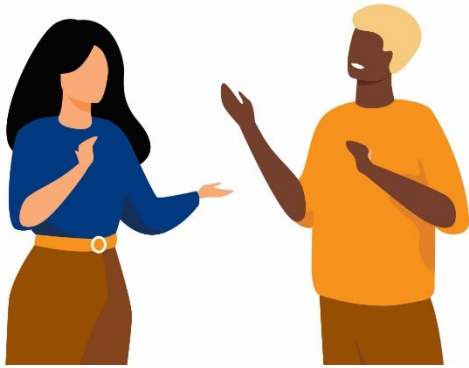
Activity

 Find someone (a family member, coach, or teammate) who matches the description in each box! Then write their name inside the box. Try to fill as many boxes you can!

Someone who...				
 ...loves traveling	 ...loves cake	 ...loves reading	 ...is good at telling jokes	 ...is an only child
 ...loves playing the guitar	 ...has a cat as a pet	 ...plays video games at night	 ...hates spiders	 ...who loves music
 ...likes sports	 ...speaks two languages	 ...can skateboard	 ...whose favorite color is pink	 ...loves summer
 ...is left-handed	 ...who has one brother	 ...who knows how to whistle	 ...has curly hair	 ...likes cooking

**Having conversations with people is a great way to get to know them!
Practicing will help you get better. Here are a few more ways to practice.**

■ Role Play



Practice using the steps with a mentor or friend by acting out different situations!

■ Interview



Find someone new that you do not know very well yet. Ask them if you can interview them (ask questions) to find out more about them!

Possible questions to ask:

- ➔ What is your favorite sport?
- ➔ What is your favorite animal?
- ➔ What do you like to do for fun?
- ➔ What kind of movies do you like?

**REFLECT**

Write or draw what you have learned about in this lesson!

Lesson Summary

- There are steps to remember when you want to start a conversation! Greeting, start a topic, listen and respond, and end the conversation.
- You can start a conversation by asking a question, saying a compliment, or sharing a fact.

Leadership Lessons
Communication



Level 2:
Appropriate and Not
Appropriate Conversation





Check-in or review

Welcome to Level 2! Before you begin this lesson, see if you can answer a few of the questions below. If these questions are challenging, go to Level 1 and complete that level before starting this level. If you already completed Level 1 and still do not know the answers below, it may be a good idea to go back and review them before continuing with Level 2.

What are 2 questions you could ask someone in a conversation?

1	
2	

What are 3 important parts to communicating?

1	
2	
3	

Check in

Check your answers**What are 2 questions you could ask someone in conversation?****Answers could include:**

- What is your favorite movie?
- What did you have for lunch?
- How do you like to spend your time?
- Do you play any sports?

What are 3 important parts to communicating?**Answers could include:**

- Saying hi or waving and sharing your name.
- Asking the other person a question.
- Sharing something about yourself.
- Saying something nice.
- Listening and responding.

If you could answer these three questions, continue with Level 2. If you did not know how to answer them, go to Level 1 to learn all about how to start a conversation!

Level 2

Communication

Appropriate and not appropriate conversation

It is important to know what is **okay** or “**appropriate**” and what is **not okay** or “**inappropriate**” when having conversations with others. During these lessons, you will learn about:

- ➔ When to start a conversation and when to wait.
- ➔ When to say something and when you should only think it.
- ➔ What are appropriate topics for work or school.

Work through these lessons to learn and practice your conversation skills.

Part 1: Start or wait

When starting a conversation with someone, there are times that are **appropriate** to talk and there are times that are **inappropriate** to talk.

Learn how to decide when to start a conversation and when to wait to talk.

Look at the situations under “okay to start” and “wait to start”. Think about why it is important to know the difference.



OKAY to start conversation

- ➔ Eating dinner with your family.
- ➔ While waiting in line for a ride at an amusement park with friends.
- ➔ After your friend is done with their soccer game.
- ➔ Free time after school is done.



WAIT to start conversation

- ➔ During the singing of your national anthem.
- ➔ While a teacher or coach is talking to everyone.
- ➔ If someone is busy working on a project.
- ➔ Watching a movie at the theater.



Your turn!

Draw a line from the situation to the correct box. Look above to help you check your answers!



OKAY to start conversation



WAIT to start conversation

- Watching a movie at the theater.
- If someone is busy working on a project.
- Free time after school is done.
- After your friend is done with their soccer game.
- Eating dinner with your family.
- While a teacher or coach is talking to everyone.

 Now read through some new situations and see if you can match them to “okay to start” or “wait to start”.



OKAY to start conversation



WAIT to start conversation

- Shopping with a friend.
- Two friends are talking about something important.
- Your parent is talking on the phone.
- Watching a football game.

Answers

Check and see if you matched them correctly!



OKAY to start conversation



WAIT to start conversation

- Shopping with a friend.
- ⚠ Two friends are talking about something important.
- ⚠ Your parent is talking on the phone.
- Watching a football game.

But why? See below for reasoning:



OKAY to start conversation

- **Shopping with a friend**
Casually hanging out with friends is a great time to start a conversation!
- **Watching a football game**
Making conversation during a sporting event can be a fun way to connect with a friend.



WAIT to start conversation

- **Two friends are talking about something important.**
It is better to wait while two people are talking so you do not interrupt them.
- **Your parent is talking on the phone.**
Only interrupt someone on the phone if it is an emergency.

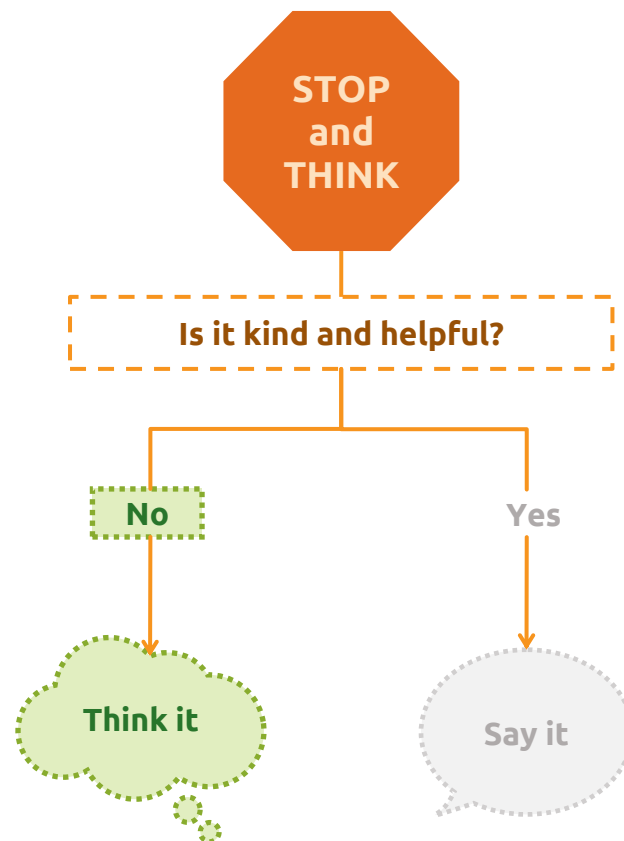
Part 2: Think it or say it

When talking with friends, there are some things that are **appropriate** to talk about and some things that are **inappropriate** to talk about with friends.

Learn how to decide when to just **think it** and when it is okay **say it** in this lesson.

Example 1

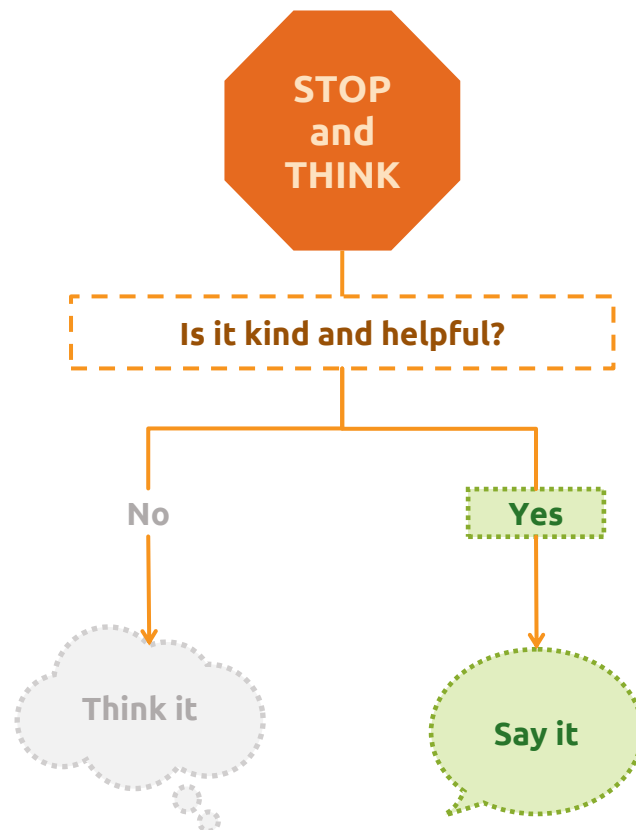
Your friend gets a new haircut, and you think it looks kind of odd. You want to say, "Your haircut is kind of weird. I liked your hair before you cut it."



This is something that you should just think instead of sharing. By saying this, you could hurt your friend's feelings because it isn't a kind thing to say. The best way to help you think if you should say something or not is to stop and think about how it would make you feel if someone said that to you.

Example 2

Your friend helps you spell a few challenging words on a paper you are writing. You want to say, "Thank you for helping me. You are good at spelling!"









Giving your friend a compliment or saying something nice to them is a great thing to say! It shows that you appreciate them and are thankful they took the time to help you. It feels good to receive a compliment, so it is okay for you to "say it" to them!



Read through each situation below.

Draw a check mark over the thought bubble if you should just “think it” or over the word bubble if you can “say it.”

Situation	Think it	Say it
<p>1. You receive a gift from a friend that is not what you wanted. You want to say: “Why did you get me this? It’s not what I wanted!”</p>		
<p>2. You are shopping with a friend and they try on a pair of sunglasses that you think look great on them. You want to say: “Those sunglasses look really good on you. You should buy them!”</p>		
<p>3. Your teammate won the award for best sportsmanship and you think you should have won it instead. You want to say: “You are a good teammate, but I think I’m better!”</p>		
<p>4. Your friend does not swim very fast in her race and looks tired. You want to say: “I’m sorry you didn’t do well. You look tired, are you okay?”</p>		
<p>5. Your friend has a lot of zits on his face. You want to say: “Why does your face look like that? You have zits all over it.”</p>		

Answers

Check your answers!

Situation	Think it	Say it
<p>1. You receive a gift from a friend that is not what you wanted. You want to say: “Why did you get me this? It’s not what I wanted!”</p>		
<p>Reason: Saying this could make your friend feel sad and bad. You should say “Thank you for the gift, I appreciate your thoughtfulness.”</p>		
<p>2. You are shopping with a friend and they try on a pair of sunglasses that you think look great on them. You want to say: “Those sunglasses look really good on you. You should buy them!”</p>		
<p>Reason: If you think something nice about your friend, you should share it! It will make them feel good.</p>		
<p>3. Your teammate won the award for best sportsmanship and you think you should have won it instead. You want to say: “You are a good teammate, but I think I’m better!”</p>		
<p>Reason: Even if you think you should have won, it is important to still support your friend. Thinking this instead of saying it will be a kind way to support your friend. If you had won, you probably would have wanted your friend to be happy for you!</p>		
<p>4. Your friend does not swim very fast in her race and looks tired. You want to say: “I’m sorry you didn’t do well. You look tired, are you okay?”</p>		

Reason: It’s okay to say that your friend looks tired and ask if they are okay. That shows that you notice them and care about how they are doing. This is appropriate to say out loud, especially to a friend!

5. Your friend has a lot of zits on his face. You want to say: **“Why does your face look like that? You have zits all over it.”**



Reason: Your friend probably already knows they have zits and calling attention to it can make them feel embarrassed or uncomfortable. This is something to keep to yourself.

As you think through these, think about how you would feel or how you would want someone to talk to you. If you wouldn’t like to hear someone say it to you, you should probably just think it!



Lesson Checkpoint

Check-in with yourself to see what you might need next.

- ➔ Any of these choices are okay! It is healthy to make a choice that is best for YOU!
- ➔ Circle what you are going to do next!



Take a break



Ask for help



Come back to this another day



Try another level



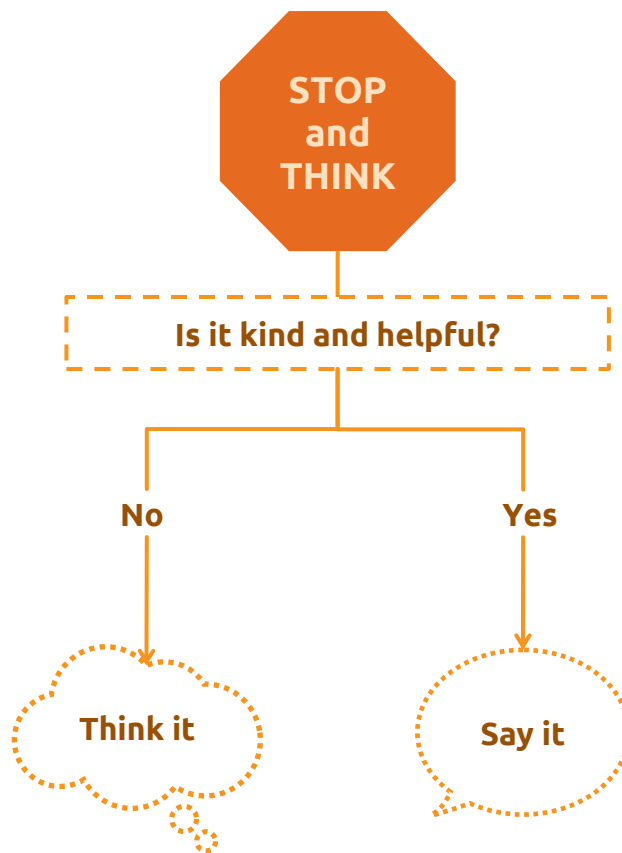
Keep going

You made the right choice! You are AWESOME!

Now that you've read through different examples, create your own scenario either from your life or make up an example to practice!



Write or draw your example here:



Part 3: Appropriate conversations

When you are at work or school, it is important to have conversations that are appropriate. An inappropriate conversation might make someone feel uncomfortable. Topics that you talk about with close friends or family will be different from topics that you talk about with strangers or people you do not know that well.

Important

In the situations listed below, think about coworkers or people you know at school but are not really close friends with.



Topics OK for work or school

- I want to run faster.
- Asking how their weekend was.
- Sharing what you had for dinner last night.
- Greeting your teacher or boss with "Hello, it is nice to see you today!"
- Sharing about your favorite movie.
- Asking about what kind of food they like.



Topics that are not OK for work or school

- Telling your boss, coworker, or teacher that you think they are attractive.
- Sharing about a fight you got in with your parents.
- Using swear words.
- Asking who someone is voting for.
- Telling someone that it looks like they gained weight.



Write or draw an idea for a topic that would be appropriate to talk about at work or school.



Help the person complete an appropriate conversation for work or school.

Let's try!



Pick one to continue the conversation:

How much do you weigh?

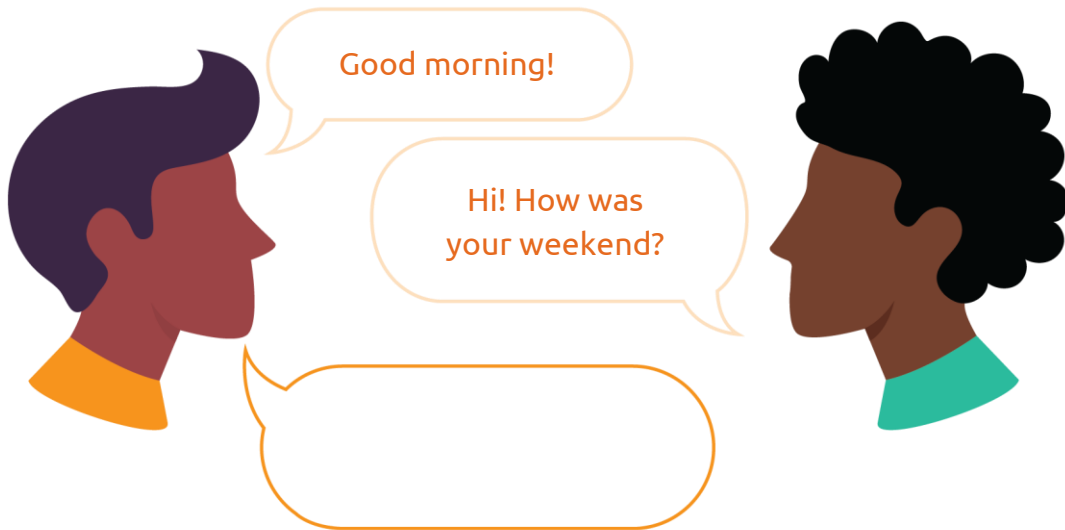
What did you do this weekend?

Correct answer

What did you do this weekend?

When you ask this question, it lets your coworker answer with what they are comfortable with and it helps you get to know them better!

Let's try another one!



Pick one to continue the conversation:

Great! Have you seen the new
Marvel movie?

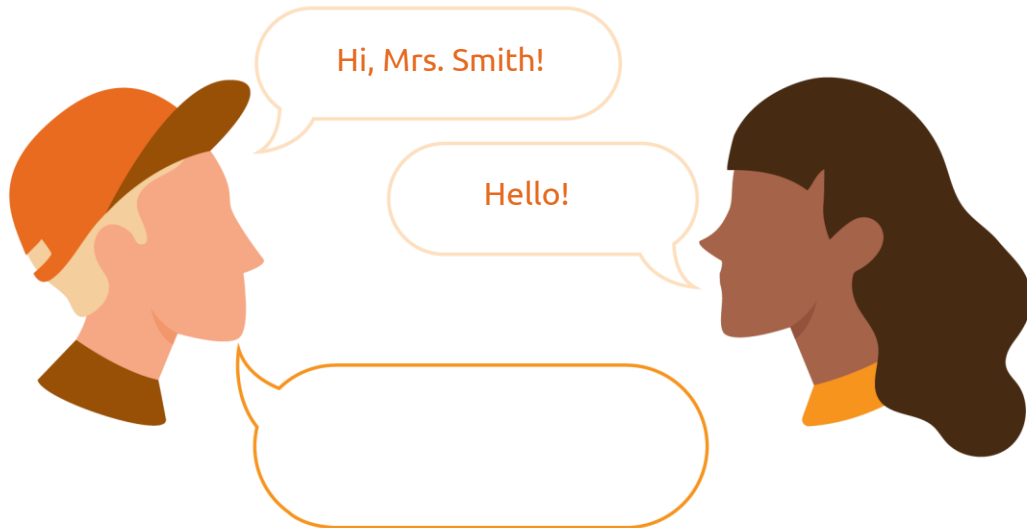
Bad. My parents got in a really bad
fight and were yelling at each other.

Correct answer

Great! Have you seen the new
Marvel movie?

It is best not to share information from your personal life with coworkers or people you are not close with. That information can be shared with close friends or family, but asking about a more common topic like a movie is appropriate for the workplace or school.

Let's try one more!



Pick one to continue the conversation:

I think you're really good looking!

I hope you have a great day!

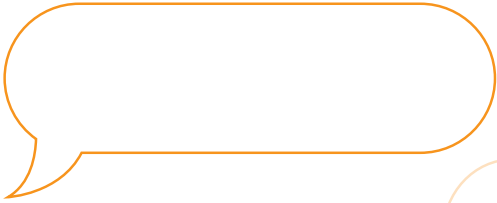
Correct answer

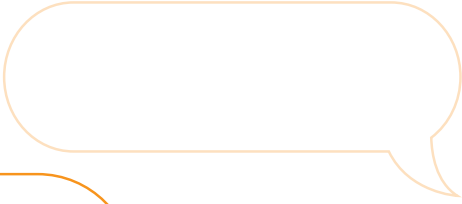
I hope you have a great day!

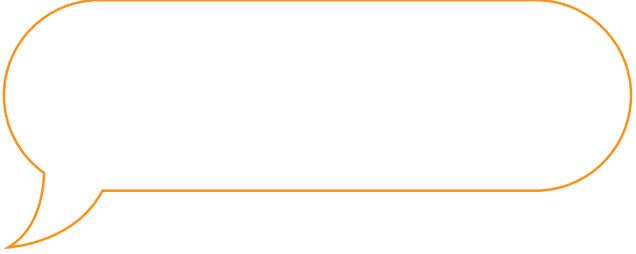
It is never okay to tell a teacher, co-worker, or boss that you think they are attractive. You can tell them to have a great day to show that you respect them and to be kind to them.



Now pretend you are talking to your boss or teacher, fill in the speech bubbles to show an appropriate conversation.

YOU 

 THEM

YOU 



REFLECT

During these lessons, you learned about 3 different topics. Look back at the lesson to help you reflect on what you have learned!



Fill in the box with an example of when to start a conversation and when to wait.



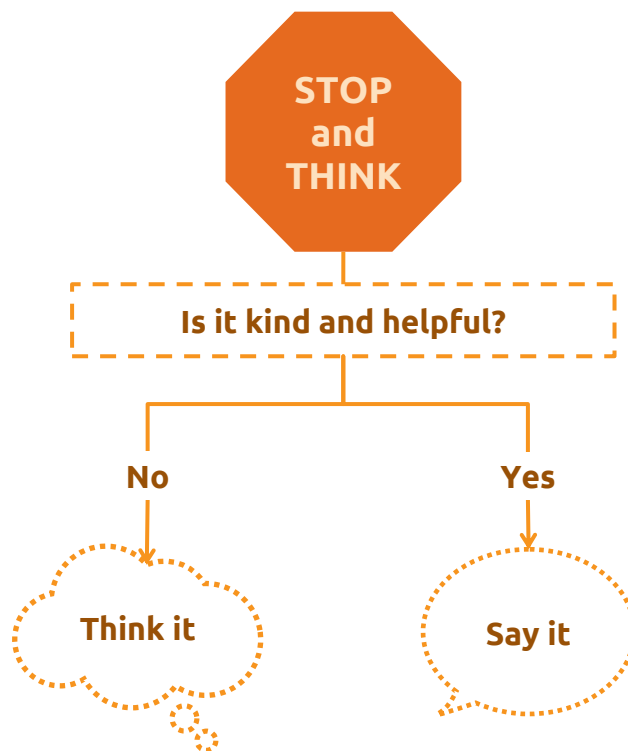
OKAY to start conversation



WAIT to start conversation



Write or draw your own example.



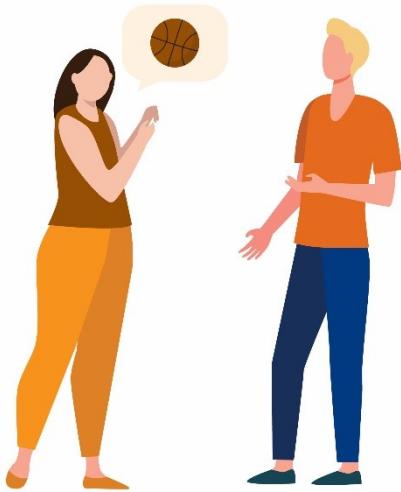
What are 2 topics that are appropriate for the workplace or school?

1	
2	

Congratulations! You have completed level 2 of communication.

Here are a few challenges to help you practice what you have learned!

Pick 2 to try in the next couple of weeks.



- ➔ Introduce yourself to a new co-worker or classmate and start up a conversation with them.
- ➔ Talk with a friend about times that are appropriate and not appropriate to start a conversation
- ➔ Use “think it” or “say it” to help you decide what to do in a challenging situation with a friend.
- ➔ List out 3 appropriate topics that you can talk about with co-workers or friends.

Lesson Summary

It is important to know what is appropriate and what is inappropriate to have conversations with others.

In this lesson we learned:

- When to start a conversation and when to wait
- When to **say** something and when you should only **think** it
- What are appropriate topics for work or school

Leadership Lessons
Communication



Level 3:
Active Listening Skills





Check-in

Welcome to Level 3! Before you begin this lesson, see if you can answer a few of the questions below. If these questions are challenging, go to Level 1 or Level 2 and complete those lessons before starting this level. If you already completed Level 1 and Level 2 and still do not know the answers below, it may be a good idea to go back and review them before continuing with Level 3.

When would be a good time to **start** a conversation? When should you **wait** to have a conversation?

What is an example of a situation where it is ok to **think** something but not **say** it?

What is an example of an appropriate topic and an example of an inappropriate topic to talk about at work or school?

Check in

Check your answers

When would be a good time to **start** a conversation? When should you **wait** to have a conversation?

Answers could include:

You can start a conversation if the person is not busy and you both have free time. You should wait to have a conversation if someone is busy, speaking, performing or at the movies.

What is an example of a situation where it is ok to **think** something but not **say** it?

Answers could include:

It would be ok to think that your friend's new shirt is ugly, but not ok to say that to your friend.

What is an example of an appropriate topic and an example of an inappropriate topic to talk about at work or school?

Answers could include:

An appropriate topic could be about sports, books, or movies. An inappropriate topic would be talking about very personal things like body weight or appearances.

If you were able to answer these three questions, continue with Level 3. If you did not know how to answer them, go to Level 2 to learn all about **appropriate** and **inappropriate** things to say or do in a conversation!

Level 3**Communication****Active Listening Skills**

Workbook Activity Time

20 minutes

On Your Own Practice Time

10 minutes

Effective communication involves both speaking and listening. If you do not practice good listening skills, it can lead to misunderstandings. This lesson will help you to learn and practice these communication skills.

Here's what you will learn in this lesson:

- Why listening is a very important part of communicating.
- 3 ways to practice active listening.

Part 1: Having a conversation

Maria and Leah have a conversation

Read this in-person conversation between friends Maria and Leah:

Leah: Would you like to go see a movie tonight at 7:30?

Maria: Yes, that would be fun.

Leah: Want to get food, too?

(Leah looks down at her phone to read a text message from her mom, while Maria is talking.)

Maria: Yes, I would like to get food together before the movie because I will be hungry. Let's meet at my house at 6:30.

Leah: Great. See you later.

This is what happened later:

- Leah meets Maria at her house at 7 PM to go to the movie.
- Leah tells Maria she just ate.
- Maria is confused and upset.

Question:

Why do you think Maria is confused and upset?

Pick one:

- a. Because Leah is late and she had already eaten, although they agreed to meet at 6:30 and have dinner together.
- b. Because Maria does not want to go to the movie.
- c. Because Leah ate something that Maria likes and did not buy her any.
- d. All of the above.

Correct answer

a. Because Leah is late and she had already eaten, although they agreed to meet at 6:30 and have dinner together.

She feels Leah was not being a good friend by forgetting this.

- ➔ What do you think happened?
- ➔ Why was Leah late?
- ➔ Why did Leah get food without Maria?
- ➔ Why didn't Leah follow the plan of meeting at Maria's house at 6:30 so they had enough time to get food, together, before going to the movie?

Read the conversation between Maria and Leah again, below, and think about why Leah did not follow the plan of getting food, together, before the movie.

Leah: Would you like to go see a movie tonight at 7:30?

Maria: Yes, that would be fun.

Leah: Want to get food, too?

(Leah looks down at her phone to read a text message from her mom, while Maria is talking.)

Maria: Yes, I would like to get food together before the movie because I will be hungry. Let's meet at my house at 6:30.

Leah: Great. See you later.

Leah was not listening

She was looking at her phone and reading a message from her mom when Maria was talking, so she did not hear Maria when she asked that they meet at 6:30 and that she wanted them to eat together, before the movie.

How could this misunderstanding between two good friends, Maria and Leah, have been avoided?



Write your ideas here:

Part 2: Listening

Maria and Leah listen to each other

Read this in-person conversation between friends Maria and Leah:

Leah: Would you like to go see a movie tonight at 7:30?

Maria: Yes, that would be fun.

Leah: Want to get food, too?

Maria, I need to read this text message from my Mom. Give me a few seconds.

(Leah gets a text message from her mom. She asks Maria to give her a few seconds to read the message and then respond to her mom. She quickly texts mom and then asks Maria to continue what he was saying.)

OK I texted Mom, continue what you were saying Maria.

Maria: Yes, I would like to get food together before the movie because I will be hungry. Let's meet at my house at 6:30.

Leah: Great. See you at 6:30. We will get food and then go to the movie, right?

Maria: Yes, that's right. See you then.

Part 3: Three active listening skills

1. What was different?

Look again at both conversations between Leah and Maria in Part 1 and in Part 2.

How are they different?

Read or listen to both and circle what was new in Part 2, that you did not read or hear in Part 1.

2. Do you know what was different?

In Step 2, Maria and Leah were both practicing good listening skills.

Understanding types of “good listening”



Reviewing

- ➔ Tell the speaker what you think they said, but in your own words.
- ➔ It is a way to make sure you understand what the person is saying and it shows them that you are listening. This is also called paraphrasing.

Example: If I heard you correctly, you want to eat before the movie, is that correct?



Show you are listening

- ➔ Show that you are listening and paying attention by making eye contact or nodding your head. *Note that some people may not like making eye contact but may still be listening without it.*
- ➔ When you show you are listening, the speaker can talk more and trust that you understand what they are saying. This is also called being attentive.

Examples: Smiling, nodding your head, and making eye contact. Not looking at your phone or being distracted by other things around you shows them that you are paying attention.



Asking Questions

- ➔ Ask the speaker questions so that you can learn more about the speaker or topic, clarify or better understand something they said, or finish a conversation.

Examples: Did I get that right? Is that correct? We will get food and then go to the movie, right?



Lesson Checkpoint

Check-in with yourself to see what you might need next.

- ➔ Any of these choices are okay! It is healthy to make a choice that is best for YOU!
- ➔ Circle what you are going to do next!



Take a break



Ask for help



Come back to
this another day



Try another level



Keep going

You made the right choice! You are AWESOME!

Part 4: You try!

Activity 1

Kris is your Special Olympics teammate.

Read Kris's statements, below, and then answer the questions.

1. **Kris:** I love playing basketball, but when we travel for competitions, I miss my pets at home.

Question:

How could you respond to Kris to demonstrate the good listening skill of reviewing?

Pick one:

- a. I love playing basketball and traveling too!
- b. So, you love basketball, but not traveling because you miss your pets.
- c. Do you have pets?

2. Kris: Have you heard from Coach Terri? I hope I am in the starting lineup today.**Question:**

How could you respond to Kris to show you are listening?

Pick one:

- a. I have to go see my friend on a different team. Bye.
- b. It is exciting when you are in the starting line-up, isn't it? I hope I get to start, too.
- c. (Looking at your phone and not saying anything.)

3. Kris: I just saw on the schedule that our game is moved to another field. I am worried.**Question:**

How could you respond to Kris to demonstrate the good listening skill of asking questions?

Pick one:

- a. I saw that too, but what has you worried about a field change?
- b. It's nothing to worry about.
- c. If you are worried, you will play poorly.

Answers**1. Kris:** I love playing basketball, but when we travel for competitions I miss my pets at home.**Question:**

How could you respond to Kris to demonstrate the good listening skill of reviewing?

Correct answer:

- b. **So, you love basketball, but not traveling because you miss your pets.**
You said to Kris what you thought Kris said, but in your own words. You wanted to make sure you understood what Kris was saying.

Why not the other answers? Here is why:

- a. **I love playing basketball and travelling too!**
This is not a bad thing to say, but it is not **reviewing**. It puts the focus back on you, instead of making sure you understood what Kris is explaining or describing.

c. Do you have pets?

This shows that you are not listening. Kris already stated he has pets and missed them when at competitions.

2. Kris: Have you heard from Coach Terri? I hope I am in the starting lineup today.**Question:**

How could you respond to Kris to show you are listening?

Correct answer

- b. It is exciting when you are in the starting line-up, isn't it? I hope I get to start, too.**
You made a statement that was directly related to what Kris just said, to show you were listening. Good job!

Why not the other answers? Here is why:

- a. I have to go see my friend on a different team. Bye.**
This is not good communication because you heard your teammate say something that bothered them, and then you walked away without responding.
- c. (Looking at your phone and not saying anything.)**
This is not good communication because you were looking at your phone instead of looking at and listening to your teammate.

3. Kris: I just saw on the schedule that our game is moved to another field. I am worried.**Question:**

How could you respond to Kris to demonstrate the good listening skill of asking questions?

Correct answer:

- a. I saw that too, but what has you worried about a field change?**
You asked Kris a question to gain more information about what Kris is saying. You want to know more about why Kris is worried.

Why not the other answers? Here is why:

- b. It's nothing to worry about.**
Just because you are not worried about it, does not mean that Kris is wrong for feeling worried. You saying this tells Kris his feelings do not matter.

c. If you are worried, you will play poorly.

This will likely make Kris worry more, which is not something a good teammate does.

Activity 2**Below are examples of conversations between two teammates.**

The first sentence is an example of what someone might say to you. The blank space below is for you to write or say out loud what you would say next. Be sure to use your good listening skills “reviewing,” “show you are listening,” and “ask question”

Reviewing

Joey I like it when we have healthy snacks after practice because I get ideas of healthy snacks to eat at home.

You (Use the **Reviewing** technique)

Show you are listening

Joey I like my teammates because I feel we all care about each other on and off the field.

You (Without speaking, how could you show Joey that you are **listening** by what you say or do?)

Ask a question

Joey I wish I could play more soccer, but I don't know if there are other teams in our area.

You (Based on what Joey said, ask a question)

Part 5: Practice

It's time for you to practice. Take the notes from this lesson with you.

1. Find two people to have a 5-minute conversation with. Let each person know that you are having the conversation specifically to practice new communication skills.
2. Pick a topic that you enjoy, food you like to eat, games you play, movies you have seen, or sports you enjoy.
3. Have a conversation, while practicing your “reviewing,” “listening,” and “asking questions” skills.
4. After each conversation, ask yourself:
 - ➔ What did I do well?
 - ➔ What could I have done even better?
 - ➔ You can also ask these same two questions of the people you had the conversation with.
5. Keep practicing. Like anything else, using active listening skills takes practice.

Lesson Summary

In this lesson we learned:

- Why listening is just as important as speaking when communicating with others.
- To show active listening you can review what the person is saying, show you are listening, and ask questions.



Congratulations on completing a lesson on Personal and Professional Development!

If you completed all 3 Levels on this topic, please take a 5-minute survey using this link or this QR code. Your feedback will help us improve lessons for the future and help us decide what topic or subject we should create next!

Click or scan



Or type in your browser

<https://bit.ly/3H5v1NU>

Do not forget that we have **4 other subjects** on **Personal and Professional Development** that you can complete. If you do not know where to find them, email your Special Olympics Program staff member and they can help you.

Again, congratulations for completing this lesson. We hope that you learned a lot and will use it to become a better leader within your community and within the Special Olympics movement.